

Narrative Report FY09**1. What is the licensed bed designation and number of inpatient admissions for this fiscal year at your facility?**

301 licensed beds and 24,545 admissions.

2. Describe the community your organization serves.

The community of Anne Arundel County has a current population of 512,790 residents. It is a very diverse community, with a continuously evolving blend of age groups, ethnic groups, occupations, and social and economic conditions. Residents live in settings that range from urban to agricultural. Ethnicity breaks down as follows: white 79.5%; black 15.4%, Asian 3.1%; American Indian .3%; and Hispanic 4.2%. The Non-English speaking population in the County is expected to experience significant growth over the next decade. The population expected to experience the greatest growth (38%) over the next decade is among those age 65 and over. Clearly, community health initiatives over the next decade will need to focus on prevention and management of chronic diseases among the aged as well as those that disproportionately affect the growing minority populations.

The median household income of the community is \$80,158.00. Data shows that 2.6% of families, and 5.0% of individuals, are living below poverty level. The unemployment rate of January 2009 was 5.9%, and percentage of uninsured residents (age 18-64) was 11.2. The number of uninsured residents in Anne Arundel County is growing as the economy continues to struggle through 2009.

The geography of Anne Arundel County creates somewhat of a challenge in accessing healthcare. Parts of the county consist of a series of peninsulas making a comprehensive public transportation system too expensive to maintain.

Lastly, the county is considered a high risk area for bioterrorism as its geography contains the national Security Agency, the US Naval Academy, the Baltimore-Washington Thurgood International Airport, and Fort Meade.

3. Identification of community needs.**a. Describe the process(s) your hospital used for identifying the health needs in your community, including when it was most recently done.**

The hospital's community benefits initiatives reflect the evidence-based needs of our community. Community needs are also determined by county-specific assessments and research.

Determining the health status and needs of community members is done in a variety of ways. One of the best ways to understand community needs is by giving our community members a voice, and then listening to them.

For example: The hospital currently sponsors 33 monthly support groups to meet a variety of community needs. The groups offer support to those dealing with acute illness such as cancer, as well as chronic disease such as diabetes and hypertension. The hospital also sponsors a weekly support group to meet the unique needs of Hispanic women in the community.

Evidence-based community needs are also elicited by customer satisfaction surveys, customer call center inquiries, evaluations from community classes, and community outreach and educational presentations. The hospital's ongoing work with community groups and participation in advisory committees and councils create a continuous communications process, bringing new ideas from Anne Arundel County residents and organizations into the hospital's community benefits planning process.

Additionally, the hospital website, and email magazine: "Neighbor News," offers our community the opportunity to make inquiries or provide the hospital with feedback via the Internet. Additional community access is always available through the hospital's Ask-a-Nurse program. The Ask-a-Nurse program provides the community around the clock telephone access to registered nurses.

b. In seeking information about community health needs, did you consult with the local health department?

Yes. AAMC Physicians and nurses work weekly with members of the Anne Arundel County Department of Health to plan for and to provide collaborative services such as colorectal screenings, prenatal care clinics, and cancer education and screenings. Members of AAMC's Department of Community Health and Wellness meet monthly with members of the Health Department to plan and implement community health initiatives. In addition, AAMC staff, designated as participants in the County's Emergency Preparedness Program, meet with Health Department representatives on a quarterly basis.

4. Please list the major needs identified through the process explained question #3.

Anne Arundel County Health Department established five areas of top priority for fiscal year 2009. The five priorities are: Elimination of Disparities in Health Status and Health Care Access; Emergency Preparedness; Healthy Children and Families; Prevention and Management of Communicable Disease and Chronic Illness; and, Environmental Safety and Health.

5. Who was involved in the decision making process of determining which needs in the community would be addressed through community benefits activities of your hospital?

The community benefits span an increasing number of activities and initiatives performed by many different individuals and departments. Hospital staff, management staff, and/or executive leadership may all be involved in the community benefits planning process, depending on the purpose and scope of the initiative.

6. Do any major Community Benefit program initiatives address the needs listed in #4, and if so, how?

The hospital has activities and initiatives in each of the five areas identified by the County Health Department. Here are several examples.

The hospital has run a free medical clinic for our underserved and uninsured community for the past 14 years. The Annapolis Outreach Center, located in the historic Stanton Center in Annapolis' Clay Street Community, sees thousands of individuals each year in its medical and specialty clinics. This year 62 physician volunteers staffed approximately 250 medical or specialty clinics at the Annapolis Outreach Center. Another 175 physicians accepted referrals from the Outreach Center and saw the referred patients at no cost, up to and including laboratory testing, diagnostic testing, and surgical procedures. The Outreach Center holds monthly Pediatric clinics and weekly Mental Health clinics. In addition, the

Outreach Center provides a free adult dental clinic. Sixty dentist volunteers have provided free dental care for hundreds of community members in this (09) fiscal year.

The hospital has doctor on-call rotations in every specialty for which there may be an emergency or inpatient need. On-call coverage is provided to all patients regardless of insurance status. There are no gaps in availability of any specialty for uninsured or underserved patients. In addition, the hospital has Hospitalist programs in Medicine, Pediatrics, General Surgery, Obstetrics and an Intensivist program. These physicians provide 24-hour in-house coverage for each of these areas for all patients regardless of insurance status.

The hospital and many of its physicians support the Anne Arundel County Health Department's REACH Program (Residents Access to a Coalition of Health), which offers access to affordable health services for low-income uninsured individuals in Anne Arundel County.

The hospital collaborates with the County Health Department on the Health Smart Church program. This grant-funded program provides health education and blood pressure monitoring at minority churches throughout the county.

The hospital collaborates with the County Health Department on the Learn to Live program. This grant-funded program provides in-person point-of-purchase nutrition education at health department-targeted grocery stores throughout the county.

The hospital has a Disaster Preparedness Coordinator that is responsible to provide staff training, coordinate disaster drills, and keep the hospital's disaster preparedness supply inventory up to date. In FY09, nine additional hospital employees completed FEMA Emergency preparation courses to better collaborate with other county service providers to better serve the community. These staff members participated in a number of collaborative planning meetings and drills with designated County services and first responders.

7. Please provide a description of any efforts taken to evaluate or assess the effectiveness of major Community Benefit program initiative

Participation rates and follow-up activities (such as letters to participants with high readings) are tracked and measured weekly in the Health Smart minority church blood pressure program. Results are then evaluated annually to determine if changes to the program would improve outcomes. As a result of the 2008 evaluation, changes were made in 2009 which increased participation rates and follow-up compliance among participants. The Learn to Live program effectiveness is evaluated by the number of interactions each Health Educator has with consumers in each store each week. Program outcomes are reviewed annually by hospital and Health Department program coordinators to determine if changes are needed. In addition, many of AAMC's community-based initiatives involve pen and paper consumer-focused satisfaction tools. These program evaluations, or comment cards are provided to participants and/or consumers following the event, or delivery of services. Examples would be: our health education and exercise classes, our individual outpatient diabetes services, and our Healing Arts services.

8. Provide a written description of gaps in the availability of specialist providers, including outpatient specialty care, to serve the uninsured cared for by the hospital.

There are no gaps of any specialty for uninsured or underserved patients. See coverage description provided for question #6.

9. If you list Physician Subsidies, in your data, please provide detail.

The hospital contributed \$50,000.00 in FY09, working in collaboration with Johns Hopkins Physicians to treat the uninsured that present at the Kent Island Urgent Care Center. The hospital also covers \$52,000.00 of costs for physicians and midwives that participate in the Anne Arundel County Department of Health Prenatal Maternity Clinic, which provides care for undocumented, uninsured Latina women.

Appendix 1

A. Notification of Charity Care and Financial Assistance

1. Public notice and information regarding the Anne Arundel Medical Center's charity care policy shall include the following:
 - a) Annual notice that charity care is provided and the criteria under which it will be provided will be published in the local newspaper, The Capital.
 - b) The notice provided by the United States Department of Health and Human Services regarding medical care for those who cannot afford to pay is posted at the point of admission, the business office, cashier, and emergency room.
 - c) Individual notice is provided to each person seeking service at the time of admission or pre-admission testing.

Appendix 2

Hospital Charity Care Policy

PURPOSE

- To promote access to all medically necessary services regardless of an individual's ability to pay.
- To provide a mechanism for evaluating each family's actual need for hospital financial assistance in lieu of other resources and payers.
- To ensure fair treatment of all applicants and applications.

POLICY

Anne Arundel Medical Center does not deny anyone access to medically necessary services based on ability to pay.

All Uncompensated Care applications shall be submitted to the Financial Counselors for processing. The Financial Counselors will process all applications according to Federal Poverty Guidelines - Category B and in a manner considered fair and equitable to all applicants.

ELIGIBILITY GUIDELINES

INCOME REQUIREMENTS

1. To qualify for the 100% charity allowance the yearly gross family income must not exceed 200% the current poverty income guidelines established by the Department of Health and Human Services.
2. To qualify for the 80% charity allowance the yearly gross family income must not exceed 230% the current poverty income guidelines established by the Department of Health and Human Services.
3. To qualify for the 60% charity allowance the yearly gross family income must not exceed 260% the current poverty income guidelines established by the Department of Health and Human Services.
4. To qualify for the 40% charity allowance the yearly gross family income must not exceed 300% the current poverty income guidelines established by the Department of Health and Human Services.
5. To qualify for the 20% charity allowance the yearly gross family income must not exceed 330% the current poverty income guidelines established by the Department of Health and Human Services.

The Policy is summarized in the following table:

AAMC - Charity Guidelines Sliding Fee Schedule	
Income Category compared to the Federal Poverty Guideline	Charity Allowance
200% or Below	100%
Up to 230%	80%
Up to 260%	60%
Up to 300%	40%
Up to 330%	20%

Qualification may be calculated by either of the following methods:

- a) Multiplying by four the person's income for the three months preceding the determination of eligibility.
- b) Using the person's actual income for the 12 months preceding the determination of eligibility.

INCOME VALIDATION REQUIREMENTS

1. The process of determining the validity of the reported income may include any one of the following methods:
 - a) Most recent pay stubs preceding the determination.
 - b) Tax Return for the year preceding the determination.
 - c) Statement from the employer.
 - d) Statement from the applicant or spouse as to the lack of income.
 - e) Statement from an interested party having reasonable knowledge of the income status of the applicant, i.e., Anne Arundel Medical Center Patient Accounts Personnel, Social Worker, Clergy or Friend.

DETERMINATION OF ELIGIBILITY

Within two business days of a patient's initial request for charity care services, application for medical assistance, or both, the Financial Counselors will inform the applicant of their probable eligibility.

MEDICAID ELIGIBILITY

Applicants for Uncompensated Care who may qualify for Medicaid or Medical Assistance are required to apply for either Medicaid or Medical Assistance with the appropriate agency. The instruction should be given to the applicant at the time of the request and should be followed-up by the appropriate personnel. The applicant must be approved for Uncompensated Care when applicable and should not be denied or deferred on the basis of potential eligibility for Medicaid

Appendix 3

At AAMC there is a shared culture that patients and visitors can sense as well as see when they come in contact with one aspect or another of AAMC's services. It is an energy, a spirit, and a personality unique to AAMC. This shared culture is defined and shaped by five core values: Compassion, Trust, Dedication, Quality, and Innovation.

Together these core values amount to a promise our people make to one another every day. And that promise translates to a pledge we make to our patients and their families to use every bit of our talent, experience, technology and sensitivity to provide quality care at the highest level.

Appendix 4

Hospital Mission Statement

Mission

To enhance the health of the people we serve.

Vision

To be the destination health system in our region.

Core Values

Passion for excellence is at the center of all that we do. The following values aid in this pursuit:

1. Compassion
2. Trust
3. Dedication
4. Quality
5. Innovation

Overarching Goals

1. To reinforce our core values daily
2. To attract and retain the best people
3. To foster collaboration with and among the medical staff
4. To provide excellent facilities, equipment and technology to provide world class quality care
5. To provide needed healthcare services in a financially responsible way
6. To develop a recognized brand in our region